


	<div><div>Weekly Report</div></div>	Week Ending									
		2/13/2021	2/6/2020	Jan	Dec	Nov	Oct	Sept	August	July	Overall Total
Index	# Indexes assigned (all metrics based on the workload assigned for the week)	3,190	4,499	26,650	23,507	15,654	8,963	4,925	5,409	2,316	94,527
	# Indexes Complete	2,516	3,531	21,001	18,516	12,511	7,847	4,380	4,513	1,598	76,188
	% Indexes Complete	78.9%	78.5%	78.8%	78.8%	79.9%	87.5%	88.9%	83.4%	69.0%	80.6%
	# Indexes unreachable (Max Attempts)	652	935	5,476	4,749	2,947	982	494	809	651	17,287
	% Indexes unreachable (Max Attempts)/(Assigned - missing phone numbers)	20.4%	20.8%	20.5%	20.2%	18.8%	11.0%	10.0%	15.0%	28.1%	18.3%
	# Indexes Attempted calls (all completions + at least 1 attempt)	3,190	4,499	26,548	23,507	15,647	8,963	4,925	5,407	2,312	94,507
	Average time from Index Received to Index Reached	0.05:23:03	0.02:53:37	0.07:48:21	0.08:10:09	0.17:52:40	0.09:09:07	0.08:26:12	0.09:18:10	0.11:49:53	0.10:46:25
	Average Index Handle Time	0.00:10:49	0.00:11:01	0.00:10:05	0.00:09:50	0.00:09:05	0.00:10:21	0.00:11:23	0.00:10:48	0.00:10:52	0.00:09:57
	% Indexes completed within 24 hours of assignment (remove missing phone numbers from denominator)	72.7%	75.7%	73.2%	71.2%	56.6%	81.0%	83.2%	78.4%	62.6%	75.1%
	% Indexes attempted calls within 24 hours of assignment (all completions + at least one attempt)	100.0%	100.0%	100.0%	99.9%	70.0%	98.9%	99.5%	99.6%	99.9%	96.4%
Contacts	# contacts generated	6,431	6,499	38,310	35,423	29,780	20,718	12,680	9,540	3,326	167,152
	# contacts generated per Index Complete	2.6	1.8	1.8	1.9	2.4	2.6	2.9	2.1	2.1	2.2
	# contacts complete	5,321	5,318	31,706	28,903	21,838	16,801	11,101	8,007	2,129	134,838
	% contacts complete	82.7%	81.8%	82.8%	81.6%	73.3%	81.1%	87.5%	83.9%	64.0%	80.7%
	# contacts unreachable (Max Attempts + missing phone numbers)	1,077	1,150	6,363	6,057	7,250	3,740	1,383	1,369	1,118	30,422
	% contacts unreachable (Max Attempts + missing phone numbers)	16.7%	17.7%	16.6%	17.1%	24.3%	18.1%	10.9%	14.4%	33.6%	18.2%
	# contacts attempted calls (all completions + at least 1 attempt)	6,431	6,499	38,310	35,421	29,718	20,718	12,666	9,538	3,326	167,135
	Average Time from Contact Generated to Contact Reached	0.05:24:49	0.03:02:15	0.05:29:52	0.07:21:39	0.15:19:57	0.14:23:17	0.08:27:03	0.05:44:36	0.16:45:28	0.10:21:03
	Average Contact Handle Time	0.00:09:20	0.00:10:00	0.00:09:41	0.00:09:41	0.00:09:07	0.00:09:29	0.00:10:14	0.00:10:11	0.00:09:44	0.00:09:34
	% contact completed within 24 hours of receipt of contacts (remove missing phone numbers from denominator)	76.3%	78.9%	78.8%	66.4%	52.8%	74.2%	83.1%	78.6%	61.6%	74.2%
	% contacts attempted calls within 24 hours of receipt (all completions + at least one attempt)	100.0%	100.0%	99.9%	99.7%	75.0%	98.1%	99.1%	99.8%	99.8%	96.8%
	Average Time from receipt of initial case name to full completion of all related contacts	0.23:31:18	0.12:00:33	0.19:13:00	0.22:31:54	1.20:58:11	1.17:05:29	1.08:18:47	0.22:59:50	1.12:01:09	1.10:16:22